



Mover News

June 30, 2010

Utilities and Transportation Commission

Volume 2 Issue 1

Household Goods Questions?

Training

(360) 664-1103

Tariff and Rules

(360) 664-1104

Motor Carrier Safety

(360) 664-1236

Permits

(360) 664-1222

Report an Illegal Mover

(360) 664-1221

General Information

(360) 664-1160

www.utc.wa.gov

PO Box 47250

1300 S Evergreen Park Dr SW
Olympia WA 98504

UTC Mission

The UTC regulates the services of privately or investor owned utility and transportation companies. Our mission is to ensure that services are fairly priced, available, reliable and safe.

Report Illegal Movers!

Call (360) 664-1221 or e-mail reportillegal movers@utc.wa.gov.

Upcoming Industry Trainings

The next training is scheduled from 8:30 a.m. to 5 p.m.

Wednesday, Sept. 22 in the second-floor hearing room at the commission's headquarters in Olympia. All owners and employees of residential moving companies are invited to attend. The course is required for new carriers. Contact [Suzanne Stillwell](#) at (360) 664-1103 to sign up.



Need Forms or Information?

Go to the [commission's website](#) to get information or copies of documents such as laws, tariffs and rules. Also available online: [Motor Carrier Safety Manual](#), [consumer guide](#), [bill of lading](#), [estimate form](#), and [cube sheet/table of measurements form](#).

Answers to Questions from a Recent Training

Q. If we need a short-term truck rental for a couple of days, do we need to provide a signed copy of the lease contract ahead of time?

A. Yes. Unless you are leasing a vehicle as a substitute for a disabled vehicle, you must file for approval with the commission (see WAC 480-15-590).

Q. On the Bill of Lading, is sequential numbering required?

A. No.

Q. Does the customer have to pay more than the binding estimate if the actual weight turns out to be much higher than on the binding estimate?

A. No. A binding estimate is the promise of a guaranteed cost of a move from the carrier to the customer. The carrier may charge only the amount of the binding estimate and no more (see WAC-15-630(1)).

Q. When do we use the descriptive inventory form?

A. Tariff Item 100 (2)(b) requires both the carrier and the warehouse to maintain a descriptive inventory on any shipment placed in storage (storage-in-transit or permanent storage). This is not to be confused with the "cube sheet," or table of measurements form, which must be completed with every estimate you write.

Q. If our company has less than 50 employees or no revenue, why don't we need to fill out Schedule 2 of the Annual Report?

A. A household goods carrier is considered a small business if it has less than 50 employees. There are fewer reporting requirements for a small business.

New Permits Issued April - June 2010

- National Moving & Storage, Inc.
- Accountable Moving & Storage, Inc .
- Tacoma Hands on Moving Rent & Truck LLC
- Harley, Melissa d/b/a Harley and Son Relocation Services, and HS Movers.com
- Rodriguez, Elmer M. d/b/a Elmer's Express Delivery
- Mammoth Piano Inc.

Questions about permits? Please contact the commission's [Licensing Services Office](#) at (360) 664-1222.

Five Tips for Compliance

Commission staff have discovered some common violations in recent investigations. Here are some tips to help ensure your company is in compliance:

- **Provide written estimates prior to the move.** A move begins when the mover starts travelling to the customer's location. The moving company must not wait until arriving at the customer's location to give the written estimate. The estimate must be provided to the customer before the move begins.
- **Complete separate supplemental estimates.** Companies must complete a separate supplemental estimate for the customer. Handwritten changes on the original estimate are insufficient.
- **Record employee breaks.** When a bill of lading for a move lasting longer than five hours reflects no employee breaks, it is presumed that customers are wrongfully charged for employees' required breaks.
- **Update forms.** Forms must contain every item listed in the tariff, even if a topic area does not apply to a specific move.
- **Advertise truthfully.** Untrue or misleading statements in advertising are prohibited.

Illegal Carrier Actions

Commission staff recently completed investigations of the following illegal carriers:

Ace Movers
Affordable Moving
AM Express Delivery
Chris Bowen
Christian Brothers Moving Labor Systems
Fisher Moving
Five Star Movers
Inland Movers
Innovative Moving Company
Magnaghi Hauling Services
My Handyman Movers
Professional Relocating Services
Senior Move Management
Northwest, Inc. d/b/a Caring Transitions

Carrier Investigations

Compliance staff investigated two permitted carriers in June, and arrived at a negotiated settlement agreement with one of the companies.

Motor Carrier Safety News

Last quarter, the UTC's Motor Carrier Safety staff completed five

household-goods carrier compliance reviews and inspected 35 vehicles. Eight of the vehicles had defects and three were removed from service. Five companies received a satisfactory rating.



Are You on Facebook?

The commission is! [Become a fan](#) and stay up-to-date on commission actions against non-permitted movers. Click on the icon to the right to view the commission page.



New Moving Tab on Facebook

The [commission's Facebook page](#) now has a customized tab just for moving! The tab is targeted to consumers, and has links to commission resources and publications. Check it out while on our page and if you're not already a fan, become one!